



***SFA Human Resources***

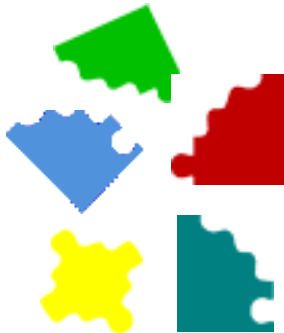
***Skills Assessment Options***



## ***What is a Skills Assessment?***

**A Skills Assessment is a tool used to define existing “workforce skills”, identify workforce skill development needs and outline appropriate training opportunities to maximize individual, team and organization performance**

Individual  
Performance



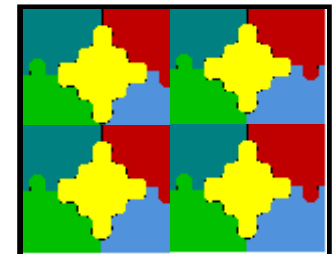
Independent goals are  
not tied to overarching  
team goals

Team/Unit  
Performance



Individual goals tied to  
overarching team goals

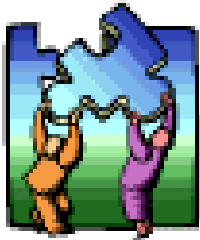
Organization Performance



Workforce strategically  
linked to SFA's performance  
goals



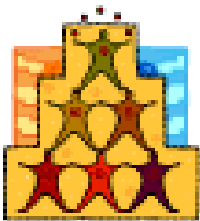
## ***What are the benefits of a Skills Assessment?***



- ◆ **Aligns workforce with SFA goals to increase customer satisfaction, decrease unit costs, and increase employee satisfaction**



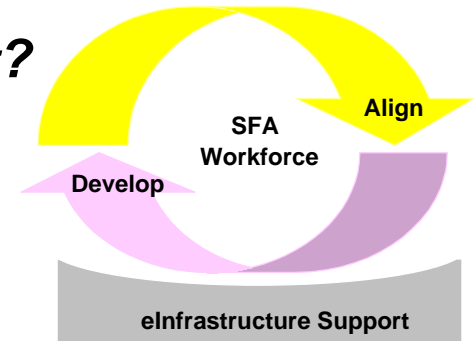
- ◆ **Identifies opportunities for workforce skill development**



- ◆ **Provides vehicle to support workforce in achieving their career development goals**



- ◆ **Facilitates open communication between managers/supervisors and employees**





## ***When should a Skills Assessment be conducted?***

### **Types of Skills Assessments**

#### **Career Development**

- ◆ To identify personal strengths and areas for improvement. An employee would analyze skill gaps and use them to identify personalized, needs-specific training and development opportunities (working with SFA University)

#### **Workforce Deployment (Placement)**

- ◆ To objectively “match” the right people to the right jobs on the basis of skills and performance

#### **Performance Appraisal**

- ◆ To formally evaluate individual and team capability and contribution to the organization

#### **Succession Planning**

- ◆ To identify and develop appropriate candidates for leadership positions



## ***Key Stakeholders in SFA 'Skills Assessment Process'***

### **☐ Manager/Supervisor**

- Sets expectation of skills that employees should exhibit based on SFA Skill Catalog
- Reviews results of Skills Assessment with employees to validate skill development needs and career growth opportunities
- Encourages employees to complete the training and development activities identified in their Individual Development Plans

### **☐ Employee**

- Sets goals regarding skills that they would like to develop
- Performs self-evaluation to identify skill development areas
- Fulfills training commitments to develop skills

### **☐ Human Resources**

- Involves Union and other key stakeholder groups in the development and implementation of the 'Skills Assessment Process'
- Develops, manages, and tracks the 'Skills Assessment Process', ensuring that all parties complete activities

### **☐ SFA University**

- Coordinates employees' skill development needs in designing SFA training programs



## ***Skills Assessment Guidelines***

- + Use consistent, objective approach and common tools across the enterprise**
- + Include all SFA employees (Management and Staff, all Channels and Units)**
- + Partner with stakeholders (i.e. Union, HRG, SFA Leadership Team, etc.) to define, develop, and implement the Skills Assessment Process**
- + Ensure education and communication about the purpose, approach, and intended outcomes for all participants throughout the Skills Assessment Process**
- + Incorporate Skills Assessment in the Employee Development Lifecycle**



### Example: Implementing a Career Development Skills Assessment Process

